Baseline Assessments / Swim Lane Diagrams

Presented by:

Helen C. Burch, MBA

Managed Care Advisors, Inc.

Presentation Overview

- Process Assessment
- Assessment Criteria
- Business Process Mapping

Process Assessment

- Research environment
- Interview stakeholders
- Collect documents
- Review data sources
- Verify information systems capabilities
- Document existing processes – swim lanes

Assessment Criteria

- Core Measures
- Case Management Measures
- Data Measures

Core Measures

- Accountability & Structure
- Regulatory Compliance
- Documentation Compliance
- Stakeholder Communication
- Clinical Services

Accountability & Structure

- Philosophy, goals, objectives
- Organizational structure
- Committees

Regulatory Compliance

- Reporting
- File maintenance
- Staff responsibilities

Documentation Compliance

- Accuracy
- Completeness

Civilian Communications

- Documents
- Correspondence
- Forms

Clinical Services

- Installation services
- Community services

Case Management Measures

- Information Systems
- Staffing
- Patient Protections
- Client Choice
- Identification & Assignment
- Client Disclosure
- Client Assessment
- Case Management Plan Requirements
- Complaints
- Discharge & Termination
- Return to Work

Information Systems

- Systems integration
- Access
- Tools

Staffing

- Job descriptions
- Credentials
- Caseloads
- Performance standards
- Physician expertise
- Staff development and management

Patient Protections

- Confidentiality
- Security

Client Choice

- Client rights
- Provider selection

Identification & Assignment

- Selection
- Case Manager assignment
- Integration with third parties

Client Disclosure

- Communications to client

Client Assessment

- Evaluation

Case Management Plan

- Plan development
- Review and updating
- Decision making

Complaints

- Management and referral

Discharge & Termination

- Case closure
- Discharge and termination

Return to Work

- Vocational rehabilitation
- Modified and restricted duty
- Independent Medical Examinations (IMEs)
- Transition to work

Data Measures - Metrics

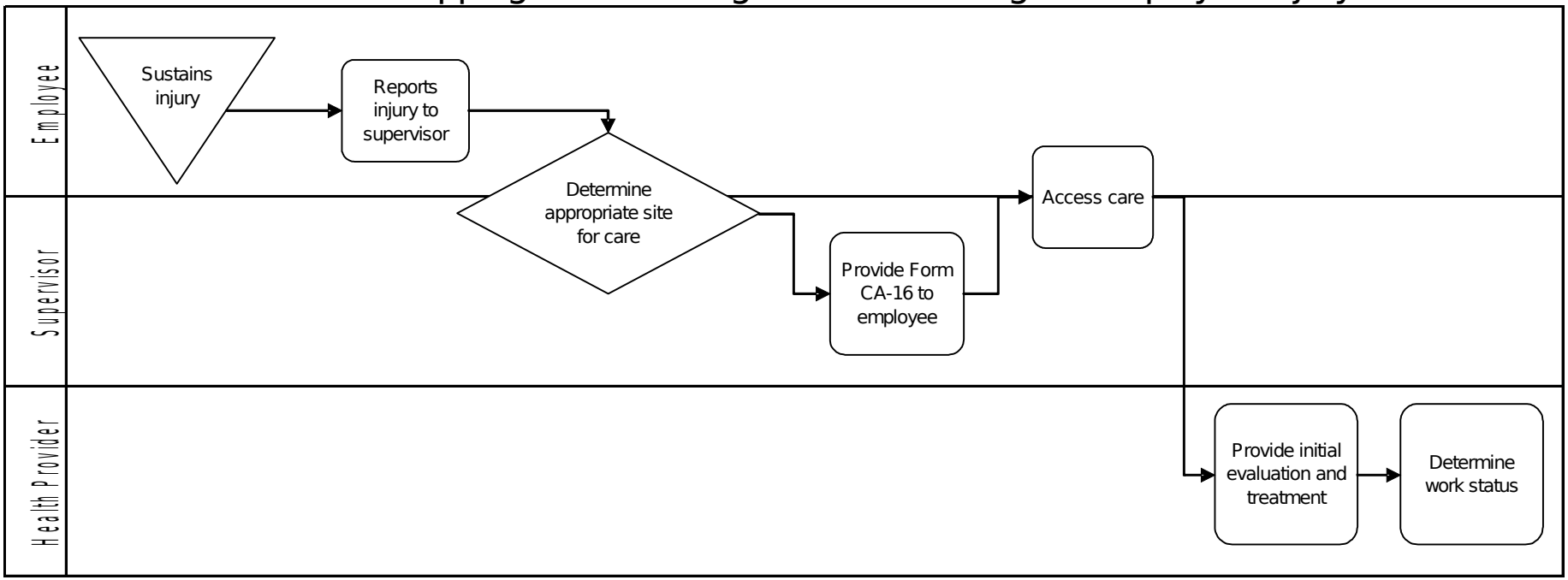
- Program outcomes - frequency and cost
- Case Manager performance

Business Process Mapping

- Swim Lane Diagram
  - Technique for mapping organizational structure to processes
  - Delineates ownership of all activities and processes within swim lanes

Swim Lane Example

Swimlane Process Mapping of Initial Stages of Non-Emergent Employee Injury



Now What?

- Assimilate and record all information
- Review with stakeholders
- Identify leakage points
- Design and implement strategies for improvement
- Monitor progress